## HEALTH CARE CONSUMERS' COUNCIL MINUTES

The Health Care Consumers' Council was held at 1000, Tuesday, 19 Nov 2013, at the Naval Health Clinic Patuxent River (NHCPR), Command Conference Room.

HMC Kilcoyne, LCPO Preventive Medicine, NHCPR (Attachment 3): Our goal is to have 90% of active duty vaccinated against the flu by 16 Dec 2013. If you have 20 people or more at your Command that need to get vaccinated, please contact us; we will come to your Command and hold a shot event. Please email HMC Kilcoyne, marie.kilcoyne@med.navy.mil if interested.

<u>CAPT Grzesik</u>, <u>Department Head</u>, <u>Dental Clinic</u>, <u>NHCPR (Attachment 4)</u>: We are focused on Dental Readiness, specifically Class III's (undeployable status). Treatment that was normally sent out in town locally will now be sent to Walter Reed; this is for cost-saving measures. Of course treatment acuity will always be taken into consideration.

CAPT McDonald, XO, NHCPR: Navy Medicine must recapture care. NHCPR falls under Navy Medicine East (NME). NME has a 54 million dollar cut in its budget; NHCPR has to cut \$975,000. Recapturing care, meaning sending our patients to other military treatment faculties (MTF) rather than to a civilian, will assist in saving money. Being seen by another MTF benefits the patient as well; we utilize the same database; therefore, we are able to view all clinical notes and able to keep up with our patient's care. Additionally, civilians do not know the intricacies of our jobs like a military health care provider does. In order to save money, we are also not acting upon many of the facilities projects that we had slated to complete. We are doing this rather than decreasing staff because that would cause an access to care issue. If going to another MTF for treatment is causing you a financial hardship, the Navy and Marine Corps Relief Society (NMCRS) may be able to help you. Also, inform your Chain of Command.

LT Wah, Patient Administration Officer (Attachment 5): The Medical Records department needs at least five business days to prepare your record for you when PCSing or going TAD and four weeks to prepare your record when retiring.

<u>CAPT Hearn, Director Healthcare Services, NHCPR:</u> CAPT Hearn, Director Healthcare Services, NHCPR: If/when we receive civilian reports of your care, we scan them into your record. You have an electronic medical record as well as a hard copy. Echoing what the XO said, it benefits you to see a military provider. When you see a military provider, we will always have access to the clinical notes.

HM2 Toussaint, LPO, Aviation Medicine: MRRS and AHLTA (your electronic medical record) do not link and that is why you may be marked as delinquent with your PHA even though you completed it. We have to physically go into AHLTA and update it; it is not simultaneous.

HN Bruno, Aviation Medicine (Attachment 6): The website takes about one week to transfer to PRIMS.

<u>CAPT Hearn, Director Healthcare Services, NHCPR</u>: Currently, we're at 2.1% readiness; this is outstanding. If you would like a rodeo, call Aviation Medicine 301-757-2027.

<u>CAPT McDonald, XO, NHCPR</u>: Please remember to come in for your PHA during your birth month; it helps with flow and access to care.

Ms. Ashton, Health Promotions, NHCPR: The Great American Smokeout is this Thursday, I'll be at the NEX. Please utilize youcanquit.org for posters and handouts. Thanksgiving is coming; in order to burn 1600 calories, a 150lb person would have to walk 9 hours and 15 minutes. Ship Shape begins in January 2014. Email me if interested, mindy ashton@med.navy.mil.

Ms. Rudy, Case Management, NHCPR: The case management department is here to help active duty and family members with things such as making appointments, coordinating care, family issues and information and referrals. Please utilize us; we are here to make things easier for you. You do not need a referral to see us.

<u>CMC Lloyd-Owen</u>: I'd like to recognize the Case Management department. They helped me step by step and helped me understand the process I had to go through. It is a really good resource that is underutilized.

Mr. Carpenter, TRICARE Service Center Administrator: If you would like a TRICARE brief, please call me at 301-866-6060. There is a proposal that all TRICARE Service Centers located in MTF's will be going away as of April 1, 2014. If this occurs, beneficiaries can utilize the 877-TRICARE number, TRICARE websites (hnfs.com, mytricare.com, tricare.mil) or NHCPR's Health Benefit's Advisor. More information will be passed as it is obtained.

Jenna Mulliken, MedStar St. Mary's Hospital Health Connections (MSMH) (Attachment 6): Please see our Health Living publication for classes. We've extended our Express Care hours at the Charlotte Hall location; you can walk in or make an appointment to be seen. We have the Pick-A-Date campaign; you can pick a date for your mammogram by going online (MedStarStMarys.org/Mammo) or calling (301-475-6399).

<u>CMC Lloyd-Owen</u>: I've had to utilize the MedStar St. Mary's Hospital Emergency Department recently and it was the best experience that I've had at an ED.

Maureen Farrell, Director, NMCRS: Please help us get the word out that the NMCRS is here to help. By the time people get to us, their issues are insurmountable. We assist with financial hardships as well as having the Visiting Nurse's Program. We are located on Pax, bldg. 401, 301-342-4739.

Ms. Quinn, Customer Relations Officer, NHCPR: Ms. Quinn, Customer Relations Officer, NHCPR: We are looking at changing the format of this meeting to a Patient and Family Advisory Council. The Council would consist of NHCPR staff members and patients in each of the beneficiary categories. We would meet to discuss policy and procedural amendments and what is best for the customer. We have instituted ICE. Please click the ICE logo on our clinic's webpage (http://www.med.navy.mil/sites/paxriver/Pages/index.html) to rate us.

<u>CAPT McDonald, XO, NHCPR</u>: We are looking at a Patient and Family Advisory Council as a new format, information will be passed as it is obtained. We've created an ICE site so that we may get honest, real-time feedback; please utilize this site.

The meeting adjourned at 1100. Representatives were asked to pass information from this meeting to all members of their Commands.

The next Health Care Consumers' Council meeting is scheduled for Tuesday, 21 Jan 2014 at 1000. If a representative would like to have a topic covered at this forum, please contact Ms. Quinn, Customer Relations Officer 301-995-4980.

Submitted:

CAPT M. VERNERE, NC, USN COMMANDING OFFICER NAVAL HEALTH CLINIC PATUXENT RIVER, MD

Reviewed:

CAPT B. A. SHEVCHUK, USN COMMANDING OFFICER NAVAL AIR STATION PATUXENT RIVER, MD Attachment /

### **HEALTH CARE CONSUMERS' COUNCIL**

### **Tuesday**, 19 Nov 2013

### 1000-1100

### Naval Health Clinic, Conference Room

- 1. Welcome and Opening Remarks XO, Naval Health Clinic Patuxent River
- 2. Public Health and Infection Prevention HMC Kilcoyne
- 3. Dental Readiness CAPT Grzesik, Department Head, Dental
- 4. Medical Records LT Wah, Patient Admin. Officer
- 5. Medical Readiness Update HM2 Toussaint, LPO, Deployment Health
- 6. Health Promotion Ms. Ashton
- 7. Case Management Ms. Rudy
- 8. TRICARE Mr. Carpenter, TRICARE Service Center Administrator
- 9. MedStar St. Mary's Hospital Ms. Mulliken
- 10. Closing Remarks Naval Health Clinic Patuxent River
- 11. Next Meeting: 21 Jan 2014 @ 1000

Name	Command / Organization	Phone Number
Toussaint, Evica	NHE	7-2027
Bruno, Emmanuel	Nex	2-0029
BRIGIOW, JACOB	12xF1	7-4040
LEWIS, ADRIANA	VX-1	7-1406
Kummerer Trish	A1R-4.0	2-2217
Macren Just	NMCRS	24819
Sarah Aaron	NHCRS	2-4819
Susan Zebedies RN	NMCRS	2 +636
Jenna Mullikun	MsmH	240 434 7659
JAE WAH	NHCPR	5-4561
Mucephy, Lorne	VQ-4	2-8978
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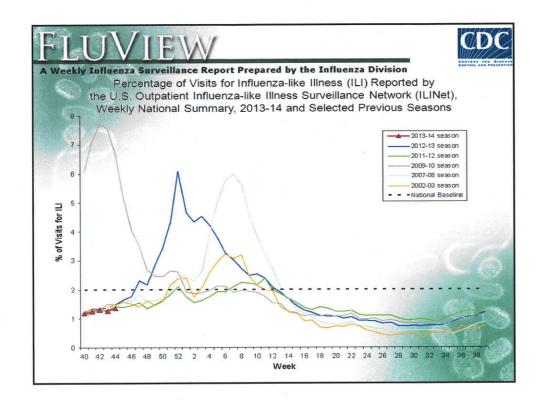
# Naval Health Clinic Patuxent River Seasonal Influenza

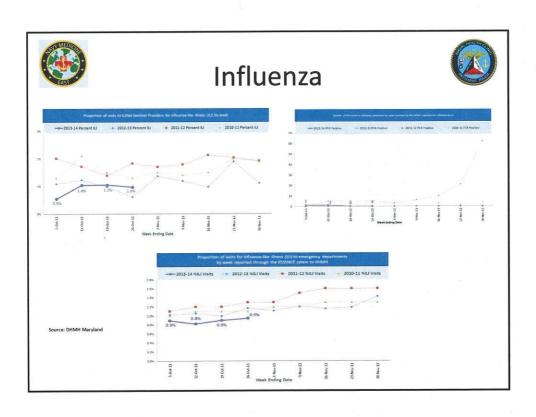


HMC(SW/AW) M. Kilcoyne Preventive Medicine 17 Sep 2013

Informational

### MISSION We provide healthcare services, ensuring VISION Readiness and operational support through health promotion and evidence-based patient-centered care. **Naval Health Clinic Patuxent** River will be an innovative STRATEGY leader in healthcare while ensuring optimal warrior readiness and family wellness. READINESS -Staff, trained and equipped to provide and maintain health ▶ Beneficiaries: provide safe, high quality care ► Staff: provide personal and professional staff readiness ▶ Resources: optimize resources for force health protection **PHILOSOPHY** Consistently and relentlessly provide safe, Naval Health Clinic Patuxent River high-quality medical care Maintain 100% command and 100% Measures Success personal readiness 100% Aggressively maintain a climate of operational excellence







## Vaccine Availability



#### Influenza Vaccination Available to all Beneficiaries:

Open to Active Duty, Healthcare workers, Family Members, Retirees with a valid DOD ID as well as Mission Essential/critical Government Civilians with a current CAC. Contractors are not currently eligible for the vaccine from the clinic unless they also meet one of the other categories above.

#### **Immunization Department**

Seasonal influenza vaccine is available for High Risk (pregnant, diabetic, asthmatics, etc), and eligible beneficiaries 6 months and older on a walk-in basis 0730 to 1600 daily.

#### **Preventive Medicine Department**

Seasonal Influenza vaccine is available for all Active Duty on a walk-in bases from 0800 to 1130 and 1230 to 1500 Tuesdays and Thursdays

Influenza Information Phone Line: 301-342-7894



### **Command Stats**



As of 12 November

Command Title	Unit	Unit Title	Eligible Personnel	Number Vaccinated	Number Remaining	Percent Immunize
	98888	Active Duty Navy				
	50716	NAWCACDIV PAX WCF LOG 6.0	14	14	0	100%
Active Duty Navy	61168	NMC DET PATUXENT RIVER MD	17	15	2	88%
	63087	FRC DET MIDLANT PAVRVER MD	155	154	1	99%
		Totals	186	183	3	98%
Active Duty Navy	N1914	NASC/AIR				
	68520	COMFLTREADCEN	13	13	0	100%
		Totals	13	13	0	100%
NAVY MED NCA	N0090	NHCL PATUXENT RIVER				
	66098	NHLTHCLINIC PATUXENT MD	143	143	0	100%
		Totals	143	143	0	100%
BUMED STAFF	N0180	NM MPT&E		( **		
	39679	NMOTC DET NSTI ASTC PAX RI	15	14	1	93%
		Totals	15	14	1	93 %
	06040	MC DET NAS (PAX RIVER)				
	06040G76	MARINE AVIATION DETACHMENT	81	73		90%
farineCorps Detachment-East	06040K32	TEST PILOT TRAINING	10	8	2	80%
	06040T9B	NAVAL AIR SYSTEM COMMAND	113	111	2	98%
	832511FP	CH-53K MAINT DET	1	1	0	100%
		Totals	205	193	12	96%

## Attochment 3,04



## **Command Stats**



As of 12 November

Command Title	Unit	Unit Title	Eligible Personnel	Number Vaccinated	Number Remaining	Percent Immunized
CNAF (ATLANTIC)	N0175	CNAFR COMPONENT				
	3811A	FLELOGSUPPRON ONE SEA COMP	17	7	10	41%
		Totals	17	7	10	41%
	N0055	NAVAIR HQ PAX RIVER				
	00019	NAVAIRSYSCOM HQ PAX RIVER	21	20	1	95 %
NAVAIR	31571	NAVAIRSYSCOM DET BUPERS PA	3	3	0	100 %
	48301	NASC AIR 2.0 CONTRACTS	14	14	0	100%
	68935	NASC AIR 7.0/8.0/09	4	4	0	100 %
		Totals	42	41	1	98%
	N0056	PEOSTRWPNUSAVIN				
NAVAIR	00032	PEOSTRKWPNSUAVN PAX RIVER	2	2	0	100 %
	40010	PEO(W) SUPPORT PAX RIVER M	48	41	7	85 %
		Totals	50	43	7	86%
	N0057	NASC/AIR 4.0 ENGINEERING			41	- 1 -
NAVAIR	42191	NASC/AIR 4.0 ENGINEERING	61	56	5	92 %
	46606	NAVAIRSYSCOM SUPP EQUIP AL	1	1	0	100 %
		Totals	62	57	5	92%



### **Command Stats**



As of 12 November

Command Title	Unit	Unit Title	Eligible Personnel	Number Vaccinated	Number Remaining	Percent Immunized
NAVAIR	N0058	NASC/AIR 1.0 PMO				
NAVAIR	68346	NASC/AIR-1.0 PMO	50	49	1	98 %
		Totals	50	49	1	98%
	N0061	NASC/AIR 3.0 LOGISTICS				
NAVAIR	40400	ENTERPRISE AIRSPEED TEAM	13	13	0	100 %
	68626	LOGISTICS AND INDUSTRIAL O	84	82	2	98 %
		Totals	97	95	2	98%
NAVAIR	N0063	NASC/AIR 6.0 INDUSTRIAL	1			
	31304	COMFLTREADCEN NWCF PAX RIV	9	9	0	100 %
		Totals	10	9	1	100 %
	N0064	PEO (T) AIR PAX				
NAVAIR	40011	PEO(T) SUPPORT PAX RIVER M	54	50	4	93 %
	48137	PEO TACAIR PATUXENT RIVER	4	4	0	100 %
		Totals	58	54	4	93%
	N0065	PEO (A) PAX				1-1-1
NAVAIR	40012	PEO (A) SUPPORT PAX RIVER	27	24	3	89 %
	48138	PEO ASW ASM PATUXENT RIVER	5	4	1	80 %
		Totals	32	28	4	88 %
	N0076	NAWCCACDIV PAX RIVER				111111111111111111111111111111111111111
NAVAIR	00421	NAVAIRWARCENACDIV PAX RIVE	10	7	3	70 %
IVAVAIR	49860	NAWC ACDIV PAX RIVER (NWCF	64	57	7	89%
	64485	NAVAIRWARCENACDIV ST I NWC	8	8	0	100 %
		Totals	82	72	10	88 %



## **Command Stats**



	3		2
As of	12	Novem	ber

Command Title	Unit	Unit Title	Eligible Personnel	Number Vaccinated	Number Remaining	Percent Immunize
	N0077	NAVTEST WINGLANT				
	39782	NAVTEST WINGLANT	25	21	4	84 %
	39783	AIRTEVRON TWO THREE	112	105	7	94%
NAVAIR	39784	AIRTEVRON TWO ONE	59	59	0	100%
	39785	AIRTEVRON TWO ZERO	97	96	1	99 %
		Totals	293	281	12	96%
	N0078	NAVY TEST PILOT SCHOOL				
NAVAIR	42846	STU TEST PILOT SCHOOL	35	32	3	91%
	44689	NAVTESTPILOTSCH PAX RIVER	35	35	0	100%
		Totals	70	67	3	96.%
	N0085	NAVANDEPOT NORTH ISLAND				
NAVAIR	3073A	COMFLTREADCEN (RES)	1	1	0	100%
		Totals	1	1	0	100%
	N0089	NASC/AIR-5.0 TEST & EVAL				
NAVAIR	47396	NASC AIR 5.0 TEST & EVAL P	6	6	0	100%
	68757	NAVAIRSYSCOM AIR 5.0 R&D	9	8	1	89 %
		Totals	15	14	1	93%
	N0092	PAX RIVER MISC				
	31565	NAVSUP WSS SC INTERN PAX R	9	9	0	100%
	31686	FLTSCIDEVRON ONE PAX RIVER	40	39	1	98 %
	31718	NAVSUP WSS SC INTERN PAX N	7	7	0	100%
PAX RIVER MISC	32038	COMNAVAIRFORES DET PAX RIV	9	7	2	78 %
PAX RIVER MISC	3383A	RLSO NDW BROFF PAX RIVER M	4	4	0	100%
	3712A	BUPERS S/D COMP PATUXENT M	5	2	3	40%
	42325	PERSUPPOET PATUXENT RIVER	2	1	1	50%
	48498	FLTSCIDEVRON ONE SUPPACT	19	19	0	100%
	49659	NCTS SD DET STRATCOMMU PAX	17	16	1	94%
		Totals	112	104	8	94%



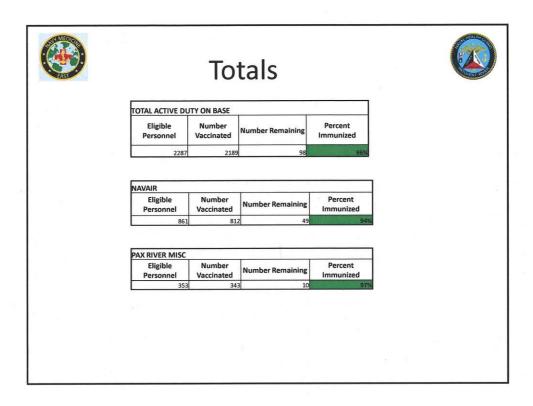
### **Command Stats**



As of 12 November

Command Title	Unit	Unit Title	Eligible Personnel	Number Vaccinated	Number Remaining	Percent Immunized
PAX RIVER MISC	N2303	FISC NORFOLK				
PAR RIVER WISC	40330	NAVSUP FLT LOG CTR PAX RIV	27	27	0	100 %
		Totals	27	27	0	100%
PAX RIVER MISC	N2503	PW EAST				
	44198	PWD PAX RIVER	7	7	0	100 %
	100	Totals	7	7	0	100 %
	N5224	NAS PAX RIVER				
PAX RIVER MISC	0428A	NAS PATUXENT RIVER SEC DET	40	35	5	88 %
	47608	NAVALAIR STATION PAX RIVE	167	165	2	99%
		Totals	207	200	7	99%
STRATCOM WING 1	N7083	VQ4				
STICKTEON WING I	49403	VQ 4 DET PAX RIV	159	149	10	94 %
		Totals	158	148	10	94%
	N6357	VX 1 (PAX RIVER)				- 117
TEST SQUADRON	52819	COMOPTEVFOR DET VX 1	7	7	0	100 %
	55600	VX 1	318	313	5	98 %
		Totals	325	320	5	98%

# Attachment 3,06



## Attachment 4, P. (



## Naval Health Clinic Patuxent River DENTAL



Capt Grzesik Dental 19 Nov 2013

Informational

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### **Dental Readiness**



There is a poster with ODR & DHI listed by command located in the dental reception area

- Oct ODR 95.0% DHI 72.8%
- Sept ODR 95.3% DHI 72.8%
- Aug ODR 96% DHI 73.9%
- JUL ODR 95.8% DHI 71.1%
- JUN ODR 96.4% DHI 68.7%
- May ODR 96.1% DHI 68.1%



### No Shows



Each "no show" for dental procedures= \$491.64 loss

- OCT 3.20%
- SEPT 2.35%
- AUG 4.98%
- JUL 4.72%
- JUN 3.18%
- MAY 4.63%

## **Dental Manning**

**Dentists**: clinic is currently manned at 50%

- Is a significant impact on access to care, range of services
- · New GS hire is progressing
- ODR has dropped slightly
- Treatment focus is on Dental Class 3's
- Referrals to <u>Bethesda</u> and ADDP will be utilized when appropriate
- Hygienists: we've reduced our dental hygienists by 0.6 FTE. Currently, access is excellent. DHI stable.



# Naval Health Clinic Patuxent River Medical Records



LT Jae Wah PAD 19 NOV 2013

Informational

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## **Medical Records**



- When AD PCS/TAD:
  - Require 5 days notice to update HREC before check-out
- How to notify AD:
  - Command and Base Indoc. brief
  - Signs around clinic
  - Tester

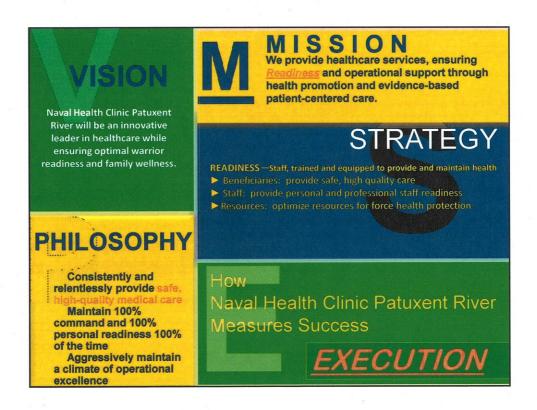


# Naval Health Clinic Patuxent River Medical Readiness



HN Bruno
Aviation Medicine
19 Nov 2013

Informational





### **MEDICAL READINESS**



- ✓ We've sustained Shore Indeterminate Medical Readiness (IMR) below our goal of 6% for three months.
- ✓ Current Shore IMR: 4.0%.



### **MEDICAL READINESS**



### Post Deployment Health Assessments (PDHRA)

- · Last briefing: 26 delinquent PDHRAs
- This month: 11 delinquent (4 due, 7 overdue)
  - This number is fluid and always in flux due to members PCS'ing
- Readiness and Customer Service are NHCPR strategic goals!
  - Increased provider EDHA access to 95%
  - Available appointments
  - Incomplete PDHRAs will prevent members from participating in PFA cycle .
  - Website takes about 1wk to update information to PRIMS



### **MEDICAL READINESS**



## Physical Activity Risk Factor Questionnaire (PARFQ)

- Any member who responds "Yes" to a question on the PARFQ and/or personnel seeking a waiver require a medical appointment with PCM
- NHCPR structuring appointments to accommodate the increase demand during PFA season (Oct-Dec)



### **MEDICAL READINESS**



### 11 ADSM Require a PDHRA

UIC	COMMAND	DUE	OVERDUE
06040G76	MAD	1	2
06040T98	NAVAL AIR SYSTEM COMMAND	0	4
35688	BMC NAF WAHSINGTON	1	0
06040K32	TEST PILOT TRAINING	1	1
39785	AIRTREVON TWO ZERO	1	0
		4	7
T 1 T	TOTAL		11



## **MEDICAL READINESS**



MRI%	MRI	Name	Unit
4.9%	4	MARINE AVIATION DETACHMENT	06040G76
0.0%	0	NAVSUPFAC PATUXENT RIVER M	0428A
1.0%	-1	AIRTEVRON TWO ZERO	39785
2.0%	1	NASC/AIR-1.0 PMO	68346
1.2%	1	LOGISTICS AND INDUSTRIAL O	68626
2.9%	1	NAVTESTPILOTSCH PAX RIVER	44689
4.9%	2	FLTSCIDEVRON ONE PAX RIVER	31686
0.0%	0	PEO(W) SUPPORT PAX RIVER M	40010
4.7%	3	NAWC ACDIV PAX RIVER (NWCF	49860
6.7%	4	AIRTEVRON TWO ONE	39784
1.8%	1	PEO(T) SUPPORT PAX RIVER M	40011
20.0%	2	NAVAIRWARCENACDIV PAX RIVE	00421
1.8%	2	AIRTEVRON TWO THREE	39783
2.9%	1	STU TEST PILOT SCHOOL	42846
0.0%	0	BUPERS S/D COMP PATUXENT M	3712A
0.0%	0	ENTERPRISE AIRSPEED TEAM	40400
25.0%	1	PEO TACAIR PATUXENT RIVER	48137



## **MEDICAL READINESS**



Unit	Name	MRI	MRI%
64485	NAVAIRWARCENACDIV ST I NWC	- 1	10.0%
44198	PUBLIC WORKS DEPT PAX RIVE	0	0.0%
47608	NAVALAIR STATION PAX RIVE	6	3.6%
00019	NAVAIRSYSCOM HQ PAX RIVER	o	0.0%
48301	NASCAIR 2.0 CONTRACTS	0	0.0%
31304	COMFLTREADCEN NWCF PAX RIV	o	0.0%
40012	PEO (A) SUPPORT PAX RIVER	0	0.0%
39782	NAVTEST WINGLANT	0	0.0%
31565	NAVSUP WSS SC INTERN PAX R	0	0.0%
32038	COMNAVAIRFORES DET PAX RIV	1	11.1%
3383A	RLSO NDW BROFF PAX RIVER M	0	0.0%
42325	PERSUPPOET PATUXENT RIVER	0	0.0%
48498	FLTSCIDEVRON ONE SUPPACT	0	0.0%
40330	NAVSUP FLT LOG CTR PAX RIV	2	7.1%



### **MEDICAL READINESS**



### **Process improvements**

- ✓ Effective 19 November, PHA will be moved to a centralized location (RM 264)
- ✓ LT Ayala departs in December
- ✓ Mrs. Meyers will be lead nurse for PHA



### **MEDICAL READINESS**



### **MRRS** Contacts

### Ms. Edick

- 301-342-5492
- Roxanne.edick@med.navy.mil

### **HM2 Toussaint**

- 301-757-2027
- Erica.toussaint@med.navy.mil